



AUG 03 2004

**TERMINAL DISCLAIMER TO OBVIATE A DOUBLE PATENTING  
REJECTION OVER A PRIOR PATENT**

Docket Number (Optional)

P3353D1

In re Application of: Yuri Shtivelman et al.

Application No.: 09/730,416

Filed: 12/04/2000

**RECEIVED**

AUG 10 2004

For: Method for Estimating Telephony System-Queue Waiting Time in an Agent Level Routing Environment Technology Center 2600

Genesys Telecommunications

The owner\*, Laboratories, Inc.of 100

percent interest in the instant application hereby

disclaims, except as provided below, the terminal part of the statutory term of any patent granted on the instant application, which would extend beyond the expiration date of the full statutory term defined in 35 U.S.C. 154 and 173, as presently shortened by any terminal disclaimer, of prior Patent No. 6,157,655. The owner hereby agrees that any patent so granted on the instant application shall be enforceable only for and during such period that it and the prior patent are commonly owned. This agreement runs with any patent granted on the instant application and is binding upon the grantee, its successors or assigns.

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